



Vitran-ST. Croix 340 773-1290

Vitran-St. Thomas 340 774-5678

Vitran-St. John 340 774-0165

TTY: 1800-809-8477 or 711

## Cancellations and “No-Shows”

### ***MYTHS & FACTS:***

**Myth 1:** “I don’t need to cancel my trip. (The bus is coming to my facility or residence anyway.)”

**Fact:** One of the criteria for scheduling/grouping Paratransit customers on buses is capacity. “No-Shows”, as well as late cancellations, result in wasted trips that could have been scheduled for use by other qualified Paratransit passengers.

**Myth 2:** *“Drivers can cancel trips.”*

**Fact:** Trip cancellations can only be done by contacting VITRAN’S

**Myth 3:** “Drivers can pick me up or drop me off anywhere in a building, even the 2<sup>nd</sup> floor.”

**Fact:** VITRAN’S Plus is a “curb-to-curb” bus service, that provides additional assistance as required such as origin to destination. VITRAN’S customer assistance is restricted to door to door which is define from the main entrance of the building at the pickup and drop-off locations on the ground level. Operators are **not** responsible for picking up customers from various **area within** a hospital/medical facility or other large facility such as shopping centers or apartment buildings, beyond the specified entrance on the ground level.

If a rider is unable to navigate inside of a facility, He/she has the option of bringing a Personal Care Attendant (PCA) for free on any ADA trip to provide

assistance. Otherwise, the paratransit rider will need to make arrangements with the facility for someone to assist them.

**Myth 4:** “I can book a bunch of trips days in advance as a backup and not worry about cancelling them”

**Fact:** Scheduling a trip several days in advance if you are not sure that you will go, or if you are not sure of the time you want to go, has a real cost to the service. Reserving rides that are later cancelled (even if they are cancelled earlier the night before) causes buses to be less efficient and can significantly increase the cost of the service.

## **Tips for Cancelling Trips**

Call as soon as you know that you no longer need your trip.

Call at least the day before your scheduled trip whenever possible.

If you must cancel on the same day your trip is scheduled, call VITRAN reservations at least 2 hours prior to your scheduled “Pick-up” time.

If you have multiple trips scheduled for the same day, you must specify which trips you are going to cancel and which trips, if any, are to remain active.

Please be sure to call VITRAN to cancel subscription or pre-scheduled trips when planning a vacation; know that you will be out sick for a period of time; if your work schedule changes; or other situations where you will not need the trip.

If you do not cancel your trip in advance, you will be issued a “No-Show”. Repeated “No-Shows” may result in temporary loss of transportation services.

## **How to Cancel a Trip:**

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